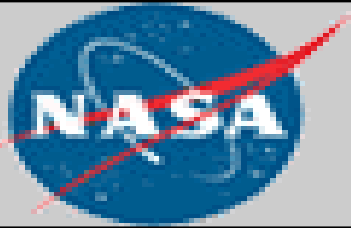


The Satisfaction Partnership: Manager and Employee Roles in Workplace Fulfillment



NATIONAL AERONAUTICS
AND SPACE ADMINISTRATION

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Some Leave Prematurely

- ☒ **SKILL**
- ☒ **SOCIAL**
- ☒ **INFLUENCE**
- ☒ **FINANCIAL**

What Kept You?

Exciting work,
challenge

Career growth, learning
& development

Great people

Fair pay

Good boss

Recognition, valued, respect

Benefits

Meaningful work – making
a difference

Pride in organization, mission,
product

Great work environment,
culture

Flexibility: work hours,
dress, etc.

Autonomy,
creativity, sense of control

Job security &
stability

Location

Diverse, changing work

Fun

Being part of a team

Responsibility

Loyalty & commitment

Comfort on the job



Success Drivers



ASK



NUMBERS



BUCK



ZENITH

ASK: *Do you know what they want?*

- Don't Guess?
- Dare To Ask
- Hang In !

Try a “Stay” Interview

What about your job makes you want to jump out of bed in the morning? What makes you want to press the snooze alarm?

If you won the lottery and resigned, what would you miss most?

What one thing, if changed would make you want to move on?

If you went back to a position in the past that you loved, what would it be? Why?

What would keep you? What would entice you away?

ASK: *Do they know what you want?*

- Decide what you want
- Decide who, when , and how to ask.
- Identify barriers
- Clarify WIIFTs

If the Answer is NO

ASK...

- Again
- How you can help
- Someone else
- What's possible
- How you can improve the way you ask

BUCK: Who's in Charge?

Have you:

- ☐ evaluated what you like about work and what you don't?
- ☐ looked at your latest performance review and identified a step you could take to improve?
- ☐ chatted with a sympathetic partner about what you want from your work?
- ☐ clearly evaluated your role in a workplace dilemma?
- ☐ identified what is possible and what isn't, given your organization's culture, leadership, or rules?
- ☐ taken a risk and *talked* to people who might be able to help?
- ☐ tried something new?

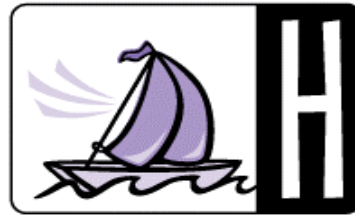
NUMBERS: Run Them!

- **The Treadmill Factor**
- **The Pied Piper Effect**
- **The Promotion Pool Depletion**
- **The Absorption Phenomenon**
- **The Lost Opportunity Conundrum**
- **The Work Congestion Margin**

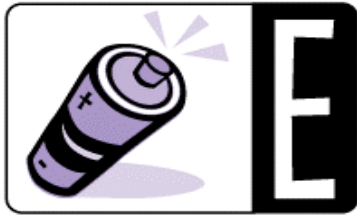
Development Cluster



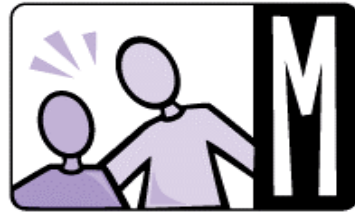
CAREERS



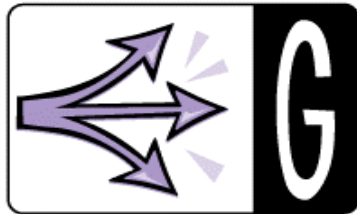
HIRE



ENRICH



MENTOR



GOALS



OPPORTUNITIES

CAREER: What You Need to Know

- Know Yourself
- Know How You're Seen
- Know What's Changing
- Know the Options
- Know What You Need

GOALS: Know the Options

Lateral:	Moving Across
Enrichment:	Growing In Place
Vertical:	Moving Up
Exploratory:	Researching
Realignment:	Shifting Gears
Relocation:	Moving Out

HIRE: Make a Match or Start From Scratch

- In search of fit
- Re-recruit ASAP
- Extend the handshake

Environment Cluster



FAMILY



REWARD



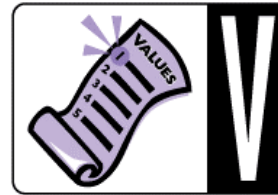
INFORMATION



SPACE



KICKS



VALUES



PASSION



WELLNESS

PASSION: Thrillmeter

Hours fly by Hours seem like days

In the zone Creativity well gone dry

Can't be distracted ... Everything distracts

Forget to eat Eat constantly

Phenomenal results Lackluster results

Feels like play Feels like *woork*

PASSION: Encourage It

Help them find work they love
-- without leaving

- **Uncover & discover their passion**
- **Show *your* passion**
- **Connect them to a meaningful mission**

When the thrill is gone, so are they!

REWARD: Provide Recognition

- **Reward Rules**
- **The Universal Reward**
- **Out of the Box**
 - ☆ Time
 - ☆ Toys
 - ☆ Trophies
 - ☆ Fun
 - ☆ Freedom
 - ☆ Favors

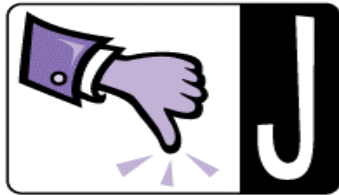
Relationship Cluster



DIGNITY



TRUTH



JERK



UNDERSTAND



LINK



**X-ERS & Other
Generations**



QUESTION



YIELD

A Dozen Jerk Behaviors

- ✓ Demanding
- ✓ Lacking patience
- ✓ Blowing up
- ✓ Criticizing
- ✓ Withholding praise
- ✓ Setting impossible deadlines
- ✓ Not listening
- ✓ Not caring
- ✓ Distrusting
- ✓ Blaming
- ✓ Breaking promises
- ✓ Giving mostly negative feedback

X'RS AND OTHER GENERATIONS

Matures: 1933 – 1945 - 10%

Baby Boomers: 1946 – 1964 - 45%

Generation X: 1965 – 1976 - 30%

Generation Y: 1977 – 1994 - 15%

Generations at Work

	Matures	Boomers	Generation X	Generation Y
Work/Life Balance	Work 'til you drop	Work long hours, and tell you about it	Personal life first, work is important	Lifestyle first
Loyalty	Loyal to employer	Loyal to employer, with reservations	Career and professional loyalty	Career options
Technological Ability	Technology fascination	Technically challenged (40%)	Technically proficient (80%)	Technically savvy (100%)
Chain of Command	Strong chain of command	Chain of command	What is the purpose of a chain of command?	Be respectful but move ahead

Hints for Hanging On!

- Matures
 - Mentoring
- Boomers
 - Enrich
- Generation X
 - Information
- Generation Y
 - Opportunities

ZENITH: Are we there yet?

- Satisfaction requires action
- Where to start?
 - As Managers?
 - As Individuals?
- Don't wait!